

Figure 3

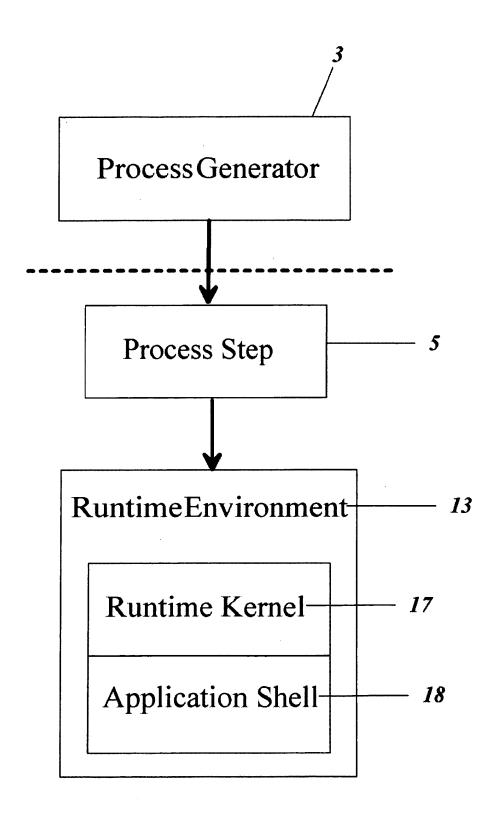
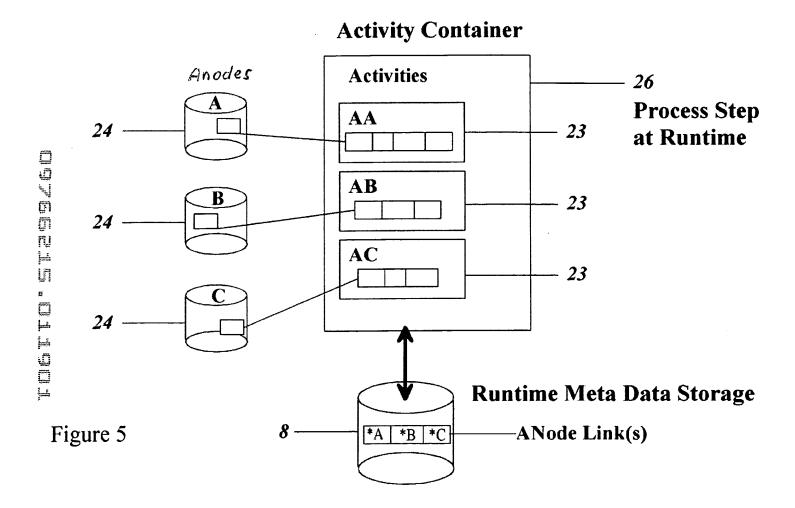
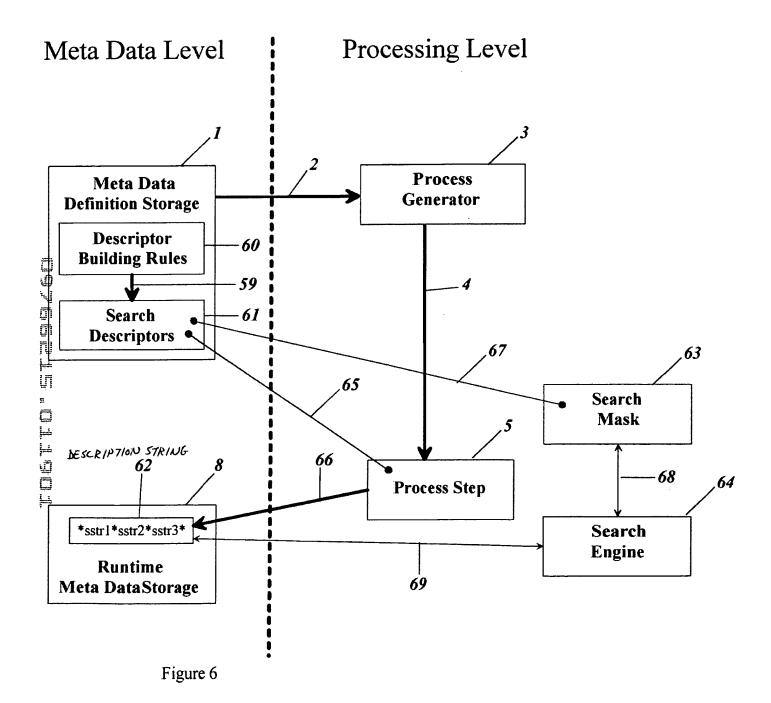
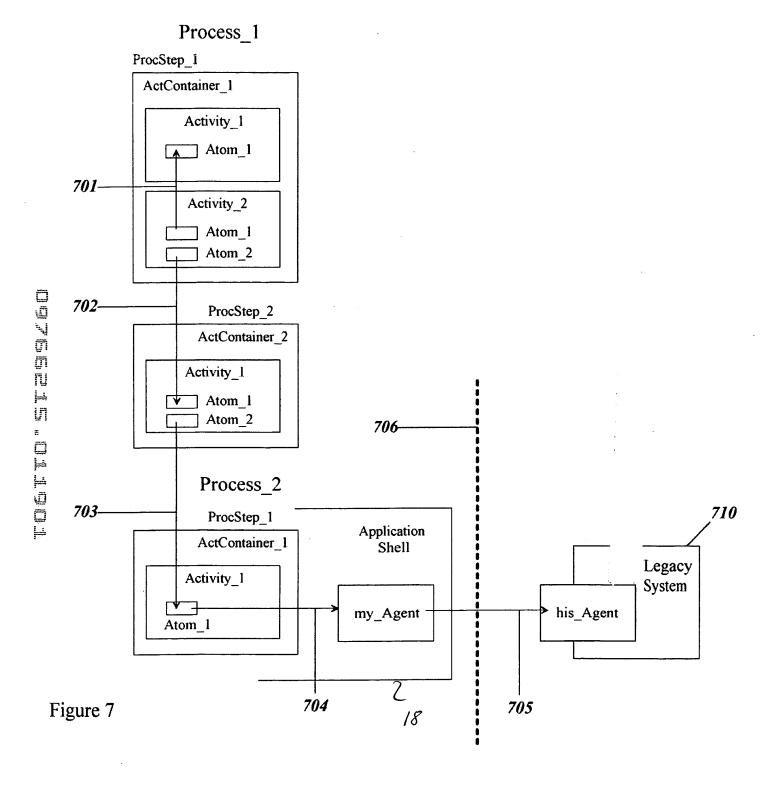


Figure 4







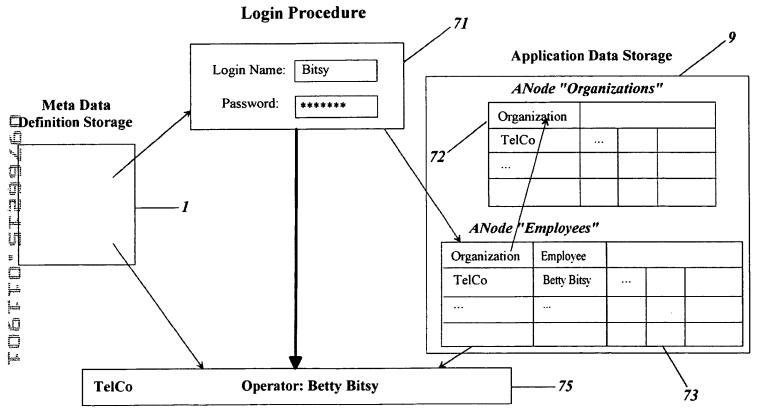
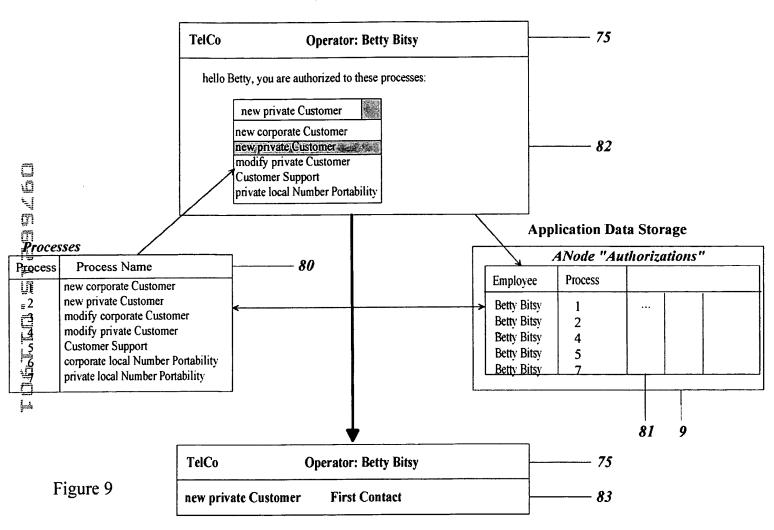
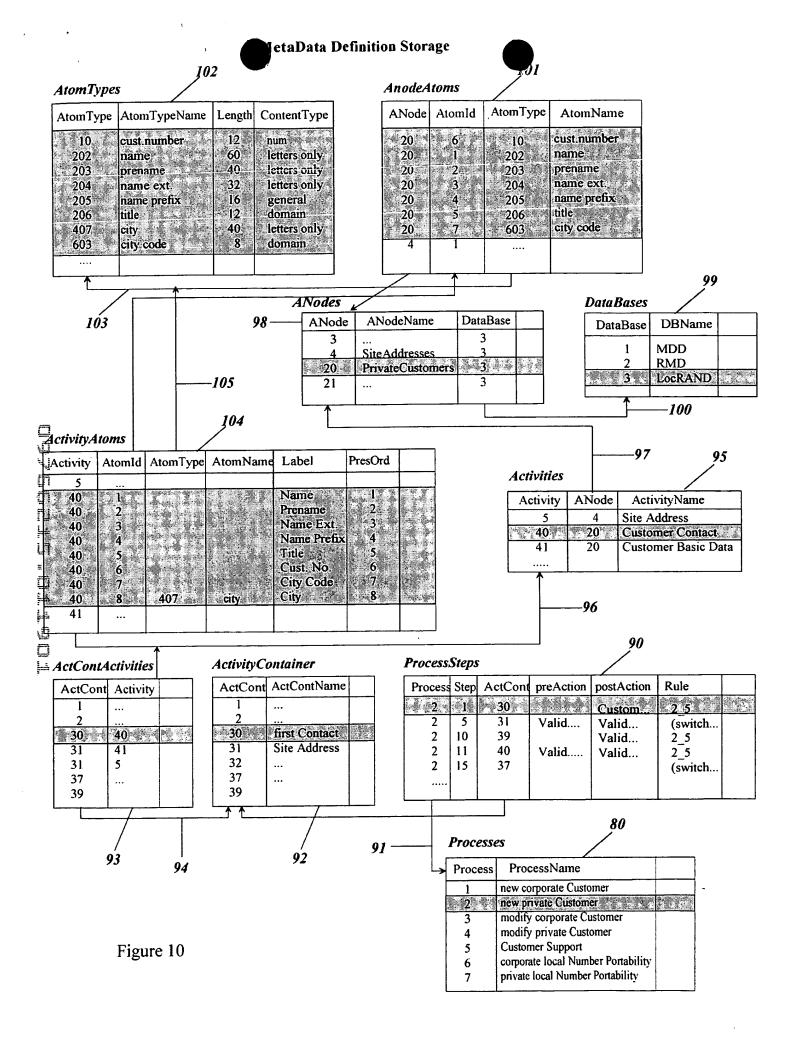


Figure 8

Process Selection





TelCo	Operator: Betty Bitsy	/
new private Cus	tomer First Contact	
Customer Conta	ect	
name Tester	prename Ted name ext.	
name prefix	title M.Sc. cust. no.	
city code 089	city Munich	
Ok Cancel	Не	elp

Figure 11

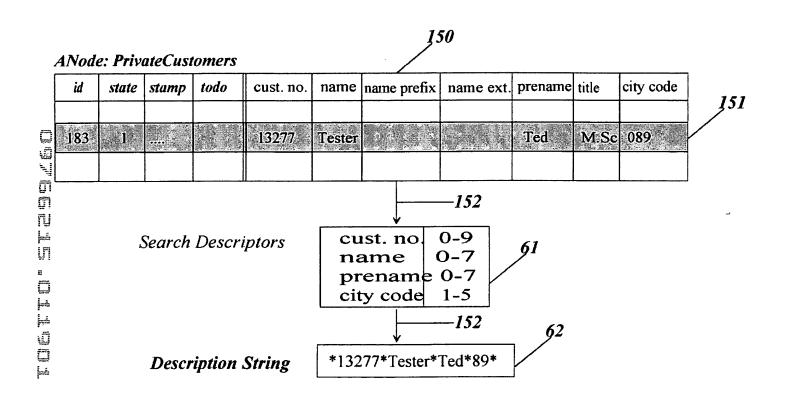


Figure 12